Omni Office 4029 / 4028 User Guide

BASIC CALL HANDLING

Make an internal call	Dial extension number or press DSS key
Make an external call	Dial '0' and telephone number
Dial by name	Type the 1st 3 letters of name on QWERTY keypad, the display will show names available, press the [left and right arrows] to search and OK to dial
Receive a call	Lift receiver or press **[Loud speaker key]** to answer call hands free
Hold a call	Press **'Hold'** key in display, line will have a musical note next to it
Retrieve a held call	Press the key next to the musical note in the display
Transfer a call	Dial extension number, announce call and press **'Transfer'** key in the display
Retrieve a call [If extension busy or no reply]	Press the **[Release key]**, followed by the line key next to the musical note
Redial last number	Press the **[Redial]** key
Redial List [View a list of numbers dialed]	Using the key, scroll to the **Menu** tab , press '**Redial List**' key in display and use up and down arrows to scroll through the list and **'OK'** to dial

FURTHER TELEPHONE FEATURES

Call back on a busy extension	Dial extension number, display will show *Wait*, press '**Call back'** key in the display and replace receiver
Cancel call back	Display will show "Active Callback", press the **#** key to cancel
3 way conference call	Whilst on a call, dial 3rd party, when they answer, press **'Conference'** key in the display to join all 3 parties together
Exit conference call	Press **'Conference'** key and press transfer key or replace receiver
Pick up a specific extn [In or out of group]	Lift receiver, dial ___ and ringing extn number
Pick up a call in your group	Lift receiver, dial ___ [The system will give you the longest ringing call]
Touch Tone dialing	When on a call, press down arrow to show **MF Code**, press **MF code** key to activate touch tone dialing
View a missed call [Red flashing envelope]	Press Red envelope key , press the down arrow, press **Read Text** key, press **OK**, then press **Call** or **Clear** in the display

FORWARDING YOUR CALLS

Using the key, select the **Menu** Tab, scroll down, press '**Forward**' key in the display, scroll down to choose forward type required, press key next to forward type required (Eg Busy) and enter destination number you would like to forward to.

Short Cut – Press the key next to , then choose forward type required and enter destination

***** When a forward has been set, the arrow in the top right of the display will scroll round in a circle continuously

Cancel a forward – Press key next to scrolling arrow and then press Canc Fwd key in the display

STORING USEFUL TELEPHONE NUMBERS

Program personal speed dials

From the Menu tab, press the Settings key, scroll down, press the key next to Keys, scroll down to search for an empty location, press an empty location [……], press Name and enter name using QWERTY keypad, press OK, press number enter number 0 + telephone number press OK to save, press to exit

Use Personal speed dials

From the Personal tab, scroll down and then press key next name you want to dial

CUSTOMISING YOUR TELEPHONE

From the menu tab, press Settings , press Phone and you can then change the ring tone and contrast of your phone

AST TECHNOLOGIES

For Service and assistance

1300 338266